



Region of Waterloo

Career Opportunity

The Region of Waterloo is currently recruiting for a:
Assistant Manager, Transit Operations

Department: Transportation Services

Division: Transit Services

Hours of Work: 37.5 hours/week

Location: Various locations within the Region of Waterloo

Number of Vacancies: one (1)

Our Story:

Committed to fostering opportunities for current and future generations, the Region of Waterloo is an inclusive, thriving and sustainable region of connected rural and urban communities with global reach. Our mission is to serve, engage and inspire, by delivering quality services to a diverse population of 630,000+, while creating a healthy, collaborative environment of learning, respect and innovation.

This is a place where employees are valued and recognized for their talents and contributions to our success. Our employees take pride in making a difference in people's lives through the work that we do. We are looking for people like you to help make it happen.

Our Team:

We are a group of Transit professionals executing the Region's vision of a sustainable transportation system providing safe, reliable and customer-focused transit services to our community.

The Opportunity:

Reporting to the Manager of Transit Operations, this exciting opportunity would be well suited for a leader who is looking to be part of a dynamic service-oriented team. As the Assistant Manager, Transit Operations you will assist with managing the day to day and long term transit operations and planning to ensure safe and efficient service delivery required to maintain routes and schedules and address customer issues. Current assignments include: service delivery, performance management, workforce development and service administration.

Apply your Knowledge, Skills & Abilities:

- You will supervise transit supervisors by assignment. You will also indirectly supervise unionized bus operators in a 21.5/7 environment.
- You will assist the Manager, Transit Operations in the development of operating policies, work programs, long and short range plans, and budgets to meet

service, operational, and environmental requirements. Implement policies, operating standards, and service modifications for transit operations.

- Assist the Manager, Transit Operations in planning, managing, and maintaining cost efficient and effective daily operations for staffing, service delivery, training, quality assurance, and related programs. Advise on operational and administrative policies and procedures and leads/participates in program reviews.
- Monitor service, performance, quality assurance, service planning, and reporting. Identify areas for improvement, develop action plans, and manage follow-up. Analyze and evaluate performance and quality assurance activities to ensure operational requirements are met. Investigate, recommend, and implement innovative strategies to deliver high quality, economical services.
- Assess incident and collision reports, according to functional area.
- Participate in and support employee grievance process.
- Respond to customer complaints, according to functional area.
- Participate in activities to improve divisional collaboration. Contribute in supervisor and senior management meetings.
- Prepare and present communications for staff (e.g., reports, memos).
- Participate on internal committees and work groups to identify immediate and future priorities and keep current on trends and developments (e.g., legislation, policy directives, technology).
- Assist the Manager, Transit Operations with developing and monitoring budgets; prepare budget estimates, forecast, and recommend purchases. Has signing authority.
- Liaises with other divisional program areas (finance, marketing/communications, planning) to exchange program information. Liaises with ITS and procurement for equipment and supplies.
- Supports Assistant Managers and Manager, Transit Operations as required.
- Performs related duties as required.

Apply Your Experience at the Region of Waterloo

- Our ideal candidate will have knowledge of transit operations and administrative policies and procedures, normally acquired through a college diploma in business management, operations management, or related field, plus progressively responsible related experience.
- Knowledge of and ability to comply with policies, procedures, collective agreements, and related legislation (e.g., health and safety, Highway Traffic Act).
- Strong analytical, technical, and problem solving skills to solve operational problems (e.g., peaks, road closures/detours, changes to bus routes); make decisions regarding emergencies, accidents/ incidents, damage/injury claims, and public complaints; support recommendations to assess additional needs and address deficiencies (e.g., attendance programs); and implement policies and procedures as required.

- Strong human relations, leadership, and organizational skills to coordinate the work of supervised staff; supervise, train, develop, motivate and support staff; maintain effective communication links with union representatives and staff; respond to public complaints regarding transit operations; prepare and conduct presentations to peers from other municipalities and associations; and participate as an effective team member.
- Ability to read and understand legislation, manuals, collective agreements, and internal communications. Ability to write reports, procedures, and performance evaluations.
- Strong computer skills with ability to use software such as Microsoft Office, vehicle dispatch and location equipment, and a transit operating system.
- Must have a valid G driver's license (or G2 with 3 years of driving experience) and acceptable driving record to drive Regional vehicles.
- Ability to act as primary lead/back up to other Assistant Manager assignments and rotate through assignments as assigned.
- Ability to travel within and outside Waterloo Region.
- Ability to support and demonstrate the Region's values.

Additional Information:

Compensation:

In addition to offering a competitive compensation package, we have a strong focus on health and wellness, including fitness facilities and family-focused benefits. The salary of this position ranges between \$94,968.60-\$118,718.60 per annum (Grade 7 on the Management & Management Support wage scale).

We invite applicants to apply online by clicking on the link: <https://bit.ly/3u58wG4>.

Consideration will be given to candidates that are not fully qualified when no fully qualified applicants can be identified.

We thank all applicants in advance; however, we will be corresponding only with those selected for an interview.

The Region of Waterloo is an equal opportunity employer committed to an inclusive, barrier-free recruitment and selection process. At the Region, we respect, encourage and celebrate our diversity. The Region of Waterloo is committed to providing accommodations throughout the recruitment process. If you require an accommodation, please notify us and we will work with you to meet your needs.

Alternate formats of this document are available upon request. Please contact the Service First Contact Centre at phone number 519-575-4400, or TTY number 519-575-4608 to request an alternate format.